



September 10, 2014

Item No. 3

**WEBSITE DESIGN AND CONFIGURATION SERVICES CONTRACT  
FOR 2014 WAIT LIST LOTTERY REGISTRATION**

**To the Honorable Board of Commissioners:**

**RECOMMENDATION**

It is recommended that the Board of Commissioners authorizes the Chief Executive Officer ("CEO") or his designee to enter into a contract with NTT Centerstance, Inc. for website design and configuration services for the 2014 wait list lottery registration. The value of the contract is \$151,370.

The Deputy Chief Housing Officer of Housing Choice Voucher and the Department of Procurement and Contracts have completed all necessary due diligence to support the submission of this item and recommend the approval of this item accordingly.

**CORPORATE GOAL**

The CHA's mission is to leverage the power of affordable, decent, safe, and stable housing to help communities thrive and low-income families increase their potential for long-term economic success and a sustained high quality of life.

The wait list registration lottery is the primary tool the CHA uses to identify low-income families in need of housing assistance. Registering for the wait list lottery is the first step that a low-income family takes to obtain housing assistance, thereby increasing their potential for long-term economic success and a sustained high quality of life.

**BACKGROUND**

The wait list resolution that the Board of Commissioners approved in July included authority to: *"amend contracts and increase the compensation amounts with existing vendors, as deemed necessary, to provide additional services, including a call center, development and hosting of an online registration form...and other goods and services that may be necessary or appropriate."*

The CHA initially anticipated that it would utilize an existing vendor to perform these services, but in subsequent conversations, that vendor indicated that it would not be able to do so. The CHA also explored using other existing CHA contracts for this project, but could not identify any existing contracts that included a similar scope of work. As a result, the CHA issued a small-order bid for the website design and configuration services on August 7, 2014, with bids due to the CHA on August 19, 2014.

The CHA's initial independent cost estimate for these services was \$86,000, based on the costs for similar services in 2010. As such, the CHA did not anticipate needing Board authority to enter into this contract.

The CHA received two bids for these services: one for \$151,370 from NTT Centerstance, Inc. and one for \$300,000 from Strike First Security Labs, LLC. NTT Centerstance, Inc. was deemed to be the lowest responsive bidder.

The wait list registration is planned to open in October 2014. To ensure adequate time to design, develop, and test the web-based registration form, the CHA must enter into a contract with NTT Centerstance, Inc. as soon as possible.

### **CONTRACT DETAILS**

Vendor: NTT Centerstance, Inc.

Value of contract: \$151,370

MBE/WBE: subcontracting \$31,160 (21% of contract value) to Clarity Partners, Inc.

Section 3: contributing \$4,541 (3% of contract value) to the Section 3 Fund

### **CONTRACT SCOPE**

The scope of services for this project includes:

- Designing and configuring of the CHA's existing Salesforce.com website platform to serve as an online registration portal for the 2014 wait list lottery
- Programming logic to identify duplicate registration forms when compared against pre-loaded data as well as registration forms submitted through the on-going processing
- Using a lottery system to randomly select a subset of all valid registration forms received during the registration period
- Generating an automated letter informing all registrants who were not selected for the wait list
- Exporting the final list of accepted registrants' information into a standard and predefined file and data format for import into the CHA's Yardi system
- Providing testing plans that shall include scenarios using conditions that simulate 200,000 concurrent users and conduct functional and load testing according to the test plan
- Being responsible for 24/7 support and resolve all errors
- Providing testing and training materials to CHA staff
- Providing training for CHA staff
- Providing an administrative toolset that allows for simple reporting, reviewing, updating, and editing submitted records, exception reporting and the ability to reconcile duplicate entries

The Board action recommended in this item complies in all material respects with all applicable Chicago Housing Authority board policies and all applicable federal (HUD) procurement laws.

The Chief Housing Officer concurs with the recommendation for CHA to enter into a contract with NTT Centerstance, Inc. in the amount of \$151,370 for website design and configuration services for the 2014 wait list lottery registration.

The CEO/President recommends the approval for CHA to enter into a contract with NTT Centerstance, Inc. in the amount of \$151,370 for website design and configuration services for the 2014 wait list lottery registration.

**RESOLUTION NO. 2014-CHA-92**

**WHEREAS,** the Board of Commissioners has reviewed the Board Letter dated September 16, 2014 entitled "WEBSITE DESIGN AND CONFIGURATION SERVICES CONTRACT FOR 2014 WAIT LIST LOTTERY REGISTRATION";

**THEREFORE, BE IT RESOLVED BY THE CHICAGO HOUSING AUTHORITY**

**THAT** the Board of Commissioners authorizes the Chief Executive Officer ("CEO") or his designee to enter into a contract with NTT Centerstance, Inc. in the amount of \$151,370 for website design and configuration services for the 2014 wait list lottery registration.



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